GOVERNMENT OF INDIA
LAW AND JUSTICE
LOK SABHA

UNSTARRED QUESTION NO:2925
ANSWERED ON:02.08.2017
Inconvenience to Common Man
Hegde Shri Anant Kumar Dattatreya

Will the Minister of LAW AND JUSTICE be pleased to state:

(a) whether complaints have been received by the Government regarding inconvenience being caused to the common man due to our judicial system;

(b) if so, the facts in this regard and the number of complaints received by the Government during each of the last three years;

(c) whether the Government is considering the proposal of constituting any additional department for the redressal of these complaints; and

(d) if so, the time by which it is likely to be done?

Answer

ANSWER

MINISTER OF STATE FOR LAW AND JUSTICE & ELELCTRONICS AND INFORMATION TECHNOLOGY

(SHRI P.P. CHAUDHARY)

(a) to (d): Complaints from members of general public against judicial system are received by the Government from time to time which are forwarded to Secretary General, Supreme Court of India/ Registrar General of the concerned High Court, as the case may be, for further action, as appropriate. Complaints relating to legal assistance are forwarded to National Legal Services Authority/ State Legal Services Authorities.

Complaints received from various sources through online Public Grievances Portal pertained against Judges, Advocates and Court Staff; inordinate delay by the Courts and miscellaneous including requests for legal aid. Number of the complaints received during 2014, 2015 and 2016 are 512, 4008 and 6698 respectively. This portal is run by a separate

Contdâ€¦p.2/-

Department viz. Department of Administrative Reforms and Public Grievances for all Ministries/Departments of Government of India. Judiciary is an independent organ of State and Government does not interfere in its functioning. In-house grievance disposal mechanism exists in Supreme Court and every High Court where the grievances are examined and appropriate action taken.